

POSITION DESCRIPTION

Position Title:	Executive Assistant
Business Unit/Division:	North Metro and Mitchell Local Health Service Network
Award Agreement:	Victorian Public Health Sector - Health and Allied Services, Managers and Administrative Workers Single Interest Enterprise Agreement
Classification:	HS4
Employment Type:	Fixed Term, Part-time
Reports to:	Executive Director – Local Health Service Network
Date Prepared:	September 2025

General Role Statement:

The Executive Assistant role is responsible for providing high level administrative support to the new Office for the North Metro and Mitchell Local Health Service Network including executive support to the Executive Director, secretariat support to the network's Committees and general assistance to the Office project team.

In this role, you will work closely with the Network's team to provide administrative and secretariat support, building efficient administrative systems and processes from the ground up and supporting office staff to collaborate with executive and operational stakeholders across the four participating health services – Austin Health, Mercy Hospital for Women, Northern Health and Seymour Health.

The position is employed by Northern Health, will be based at Northern Health and will support a highly mobile team working across the four health services. It demands strong organisational abilities, proficiency with written and verbal communication and comfortable managing diverse tasks in a complex, multi-organisational environment.

ORGANISATIONAL OVERVIEW

Introduction

Local Health Service Networks have been established in response to recommendations in the Health Service Plan (April 2024) for reform of Victoria's health system by grouping health services within a geographical region into a Network that is responsible for delivering better care, as close to home as possible. Through working together, the four health services in the North Metro and Mitchell LHSN will:

- Streamline patient access to timely and coordinated health care, optimising patient flow and minimising the need to transfer outside the Network.
- Improve the quality and safety of care, including through strengthening clinical governance systems, reporting and transparency under the Victorian Clinical Governance Framework.
- Foster a skilled and engaged workforce that is supported by a common approach to professional development and training, and share workforce resources and expertise across the network
- Share data, resources and functions to lever economies of scale, improve efficiency and

sustainability and minimise duplication in clinical and non-clinical support services.

These strategies aim to strengthen the health system so that patients who require routine care receive this as close to home as possible, sooner and with better outcomes. Patients with more complicated care needs will have clear pathways to timely access to specialist services, equipment and staff including the latest technology and treatments.

ROLE STATEMENT

The Executive Assistant role is required to provide administrative support to the Executive Director, Network committees and Network team in the North Metro and Mitchell Local Health Service Network Local Health Service Network Office.

The Executive Assistant provides high level administrative and secretariat support, including digital filing and records management, coordination of multiple committees, project assistance, schedule management, and document preparation and management for meetings and reporting alongside support to the team with meeting logistics, workshops and other stakeholder engagement.

This is a hands on, challenging role providing the opportunity to design and develop administrative systems and process from the ground up that is ideal for a highly organized, proactive individual eager to grow.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Administration, Coordination and Secretariat Duties

- Support the Executive Director and Office staff to achieve the strategic and operational goals of the North Metro and Mitchell Local Health Service Network.
- In collaboration with the new team, establish and maintain administrative systems and processes for the Network Office.
- Provide comprehensive, high quality administrative and organisational support to the team.
- Manage and facilitate accurate and timely written and verbal communications with key stakeholders and coordination support with tracking deliverables and monitoring timelines.
- Provide secretariat support to committees, including collation of and distribution of meeting agenda and papers, coordination of presentations, and minuting of the meetings.
- Provide ad-hoc support to leadership and project staff as required.

Leadership, Culture and Teamwork

- Be an active member of the team, actively engaged in all aspects of the job, with a strong sense of teamwork, collaboration and ownership.
- Build strong rapport with stakeholders within immediate teams and more broadly across the Network, that is respectful of the diversity of cultures, experiences and beliefs appropriate to the professional workplace
- Lead by example, offer to assist with tasks outside of immediate portfolio as the need arises.

Operational Efficiency

- Use time management skills and prioritisation to ensuring the efficient running of the office and work tasks of the Executive Director and team.
- Present information in a clear and structured way and communicate concisely and effectively,

- ensuring accuracy of key messages.
- Apply basic quality-control processes to all work performed in the role, to ensure seamless flow-through to appropriate channels.
- Contribute to collating presentations, documents and reports, to assist the efficiency of the Office.
- Maintain effective and comprehensive records, using information and knowledge management functions and systems.

Improvement processes

- Engage in process improvement activities and adopt new ideas, approaches and changes to work place practices.
- Support innovation and improvement initiatives, taking steps to understand the link to Network strategies and priorities.

Safety

- Actively demonstrate and promote the Northern Health Values of Safe; Kind; Together.
- Follow legislation, policies, guidelines and codes of conduct applicable to the role.
- Identify and take responsibility for the principles, practices and standards associated with the role and wider team.
- Consult with available sources to gather relevant information and seek the expertise of colleagues regarding potential risks.

Commitment to Child Safety

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

SELECTION CRITERIA

Essential

Experience and Registrations

- Proven administration and organisational skills, including the ability to multi-task, prioritise and schedule work to meet deadlines in a busy environment
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Skills and Behaviours

- Excellent interpersonal skills to work within a small team and to build relationships and effectively communicate and negotiate with a wide range of stakeholders across four health services, Safer Care Victoria and the Department of Health.
- Strong written and oral communication skills as demonstrated through the delivery of a diverse array of business reporting and committee documents
- Proficiency in the use Microsoft office suite and ability to learn Northern Health's administration [systems and processes](#)
- Use own initiative and good judgement in relation to prioritisation of demands, demonstrating prompt attention and sense of action relating to urgent matters, diplomacy and discretion with

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stakeholders and sensitive information.

- Demonstrated flexible, positive and collaborative working style and commitment to customer service
- Willingness and ability to learn and complete new tasks and the flexibility to embrace changes.

Preferable

- Experience providing administrative support to Executive in government, public health or community health services.
- Previous experience establishing physical and virtual resource and office systems including for records management, ICT and team collaboration across multiple sites.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: